

**IN THE CLAIMS:**

The text of all pending claims (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~striketthrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

1. (previously presented) An apparatus for providing, via a network, information about a predetermined operation procedure of a product, comprising:  
an education information controller that controls transmission of education information relating to the operation procedure of the product;  
an education history storage that stores a progress of education that is given by the education information; and  
a product sales information provider that provides sales information regarding a product relating to the education.

2. (previously presented) The apparatus according to claim 1, wherein the education information controller determines the education according to a product category to which the product belongs.

3. (previously presented) The apparatus according to claim 2, wherein the education information controller transmits the education information that is common to all products in the product category, followed by an education that is specific to the product.

4. (previously presented) The apparatus according to claim 1, wherein the education information controller transmits the education information according to the history stored.

5. (previously presented) The apparatus according to claim 1, wherein the education information controller transmits information to conduct a test to check how much the customer has understood the operation of the product, and the education history storage stores a result of the test as the history.

6. (previously presented) The apparatus according to claim 5, further comprising a benefit offerer that offers the customer a benefit according to the result of the test.

7. (previously presented) The apparatus according to claim 6, wherein the benefit offerer offers the benefit according to the history stored.

8. (previously presented) The apparatus according to claim 6, wherein the benefit offerer offers the benefit in the form of at least one of a discount, a coupon, and points.

9. (cancelled)

10. (previously presented) The apparatus according to claim 1, wherein the product is application software and the product category is a computer.

11. (previously presented) A computer-readable medium having recorded thereon instructions for causing a computer to perform operations in a method of providing, via a network, information about a predetermined operation procedure of a product, the operations comprising:

controlling transmission of education information relating to the operation procedure of the product;

storing a progress of education that is given by the education information; and

providing sales information regarding a product relating to the education.

12. (previously presented) The computer-readable medium of claim 11, wherein the controlling includes determining the education according to a product category to which the product belongs.

13. (previously presented) The computer-readable medium of claim 12, wherein the controlling includes transmitting the education information that is common to all products in the product category, followed by giving an education that is specific to the product.

14. (previously presented) The computer-readable medium of claim 11, wherein the controlling includes transmitting the education information according to the history

stored.

15. (currently amended) The computer-readable medium of claim 11, the operations further comprising conducting a test to check how much the customer has understood the operation of the product, wherein  
the storing includes storing a result of the test as the history.

16. (previously presented) The computer-readable medium of claim 15, the operations further comprising offering the customer a benefit according to the result of the test.

17. (previously presented) The computer-readable medium of claim 16, wherein the benefit is offered according to the history stored.

18. (previously presented) The computer-readable medium of claim 16, wherein the benefit is offered in the form of at least one of a discount, a coupon, points, or a combination thereof.

19. (cancelled)

20. (cancelled)

21. (previously presented) A system for providing, via a network, information regarding operation of a product, the system comprising:  
an education information apparatus to control transmission of education information relating to the operation of the product;  
a sales information apparatus to receive information regarding the transmitted education information from the education information apparatus, and to transmit sales information related to the product.